## CCTO Quick Guide Verifying NCCOVID → CCTO Case Flow & Notifications



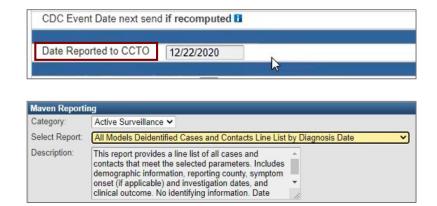
Most cases entered into NC COVID with required fields completed will flow automatically into CCTO, and most of these cases will receive automatic digital notification (see this document for more information). The processes below show how you can view these cases and verify that they were sent notifications.

## Verifying if Cases Have Flowed from NC COVID into CCTO

#### NCCOVID: Using Reports to Review Cases Not Sent to CCTO

In the administrative package in NC COVID, you will see a value in "Date Reported to CCTO" if the event flowed to CCTO.

You can also review which cases did and did not flow within NC COVID by using the All Models Identified and Deidentified Line List Reports, which contain this variable.



## Reviewing Cases Who Have Flowed into CCTO

### **CCTO: Using System Views for Case Patients**

The system views for All Cases, All Cases Imported from NC COVID, My Team's Active Cases, and All Contacts and Cases will allow you to view case patients in CCTO. The view for All Cases Imported from NC COVID will display all cases who have entered CCTO via the NC COVID flow.

Cases who flow from NC COVID are assigned to Owner Teams based on county. To find cases owned by your county's Owner Team, filter on the **Owner** column by your county name.



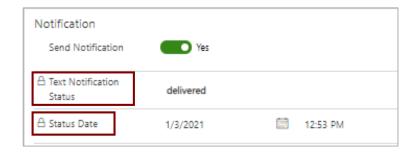
See next page for using profiles to review notification status.

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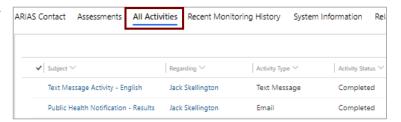


### CCTO: Reviewing a Case's Profile to Confirm Notification Status

- You can review if a text notification succeeded in the Text Notification Status field on contact profiles, which describes the status of the text as of the timestamp in Status Date:
  - Delivered: Text successfully delivered.
  - Sent: Text sent but delivery unknown as of timestamp.\*SEE NOTE
  - Queued or Sending: Text not yet sent as of timestamp.\*SEE NOTE
  - Undelivered or Failed: Text unsuccessful, likely due to the number being a landline.
  - Blank: No text created.
- On the All Activities Page, you can also check that the system created email and/or text notifications. If these are shown, then the system has attempted notifications to the case's email and/or primary phone. It is not yet possible to verify an email was successfully delivered.
- If no notifications were created, check that the case has a **Primary Phone** and/or **Email**. (If there is a number in the Primary Phone field but no notification is created, this may not be a valid phone number.) The system attempts both methods if they are available. If you enter new info in these fields, you should turn **Send Notification** off, save, turn it on, and save again to send the new notification(s).



\*NOTE: Text Notification Status only updates one time; therefore, texts labeled as "Sent," "Sending," or "Queued" were not yet delivered as of the timestamp shown in Status Date but likely were delivered.





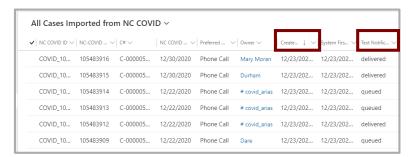
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#### CCTO: Using Views to Review Cases Who Did Not Receive a Notification

- You can use a case view with a Text Notification Status column to check most efficiently for which of your county's cases did not receive a notification:
  - Select the All Cases Imported from NC COVID view and filter the County column by your county name.
  - The Created On column in this view is automatically sorted by newest to oldest, so the most recent cases will appear at the top of the list.
  - In this view, you can review the
     Text Notification Status column in
     order to find recently imported
     cases for whom a text notification
     was "Failed" or "Undelivered."
     (This is most likely due to a landline
     number.) These cases did not
     receive a notification and may
     require further attention.





#### **TEXT NOTIFICATION STATUS DEFINITIONS:**

- Delivered: Text successfully delivered.
- Sent: Text sent but delivery unknown as of timestamp.\*SEE NOTE
- Queued or Sending: Text not yet sent as of timestamp.\*SEE NOTE
- Undelivered or Failed: Text unsuccessful, likely due to the number being a landline.
- Blank: No text created.

\*NOTE: Text Notification Status only updates one time; therefore, texts labeled as "Sent," "Sending," or "Queued" were not yet delivered as of the timestamp shown in Status Date but likely were delivered.